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USAREC

February 1992

Recruiter Journal



DEP Care and Feeding — story page 8



CHAIRMAN OF THE JOINT CHIEFS OF STAFF
WASHINGTON, D. C. 20318-0001

29 January 1992

Major General Jack C. Wheeler, USA
Commander
United States Army Recruiting Command
Fort Sheridan, Illinois 60037-6000

Dear General Wheeler,
Jack

Thank you for your letter. I am pleased that the "General Powell Talks to Kids" videotape has been well received by recruiters and the young people they meet, and I appreciate your sending me the informative memo you received from Colonel Flanagan.

Young people often ask me about job opportunities in the military. I tell them that our standards are high and they need a high school education just to be considered for enlistment. America's youth are our future and they are looking for a challenge. I am proud to join forces with Army Recruiting by urging our young people to be all that they can be. The result will surely be an even better force and a stronger Nation.

Sincerely,

A handwritten signature in black ink, appearing to read "COLIN L. POWELL".

COLIN L. POWELL
Chairman
Joint Chiefs of Staff

FLARE

Recruiter Journal

USAREC *February 1992*

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Cover photo by . . .



Jacquelyn Blanchette, photography major at Harrisburg (Pa.) Area Community College and spouse of SSG Allen G. Blanchette, Lewistown (Pa.) recruiter

The way I see it . . .

All "The Way I See It" forms received by the USAREC Chief of Staff are handled promptly. Those that are signed and include a phone number will receive a phone call within 48 hours of receipt. Those with addresses will receive a written response approximately 3 weeks from receipt.

A recruiter writes:

I'd like to see some truth in advertising: there is no tuition assistance for USAR, student loan repayment max is actually \$9,000 instead of the advertised \$10,000, and SMP for all practical intents is non-existent.

***How do you
see it?
Send your
comments on
the form on
page 13.***

A recruiter writes:

The current rules for the Army Nurse Candidate Program do not allow personnel who are currently in a TPU or the IRR to participate in the ANCP. This policy discriminates against some of the best qualified applicants who are already serving their country, while it rewards those who have not yet served. Please explain this policy.

The Reserve Affairs and the Advertising and Public Affairs Directorates respond:

We strive to ensure the accuracy of our advertising materials, so as to avoid the appearance of advertising opportunities that are not available. Your comments have some validity, but are not entirely correct, as the following information points out:

USAR Tuition Assistance: You are correct that the USAR tuition assistance program, although it is still on the books, is currently unfunded. We do not feature it in media advertising, but it is described in the current issue of RPI 770, "The Army Reserve Can Finance Your Education." Reference to tuition assistance has been eliminated in a new edition of this booklet, which will be distributed in April.

The program is also mentioned in a highly qualified way ("Those who qualify . . . may be eligible") in RPI 772, "Change of Pace." This RPI carries the qualifier that the information it contains is subject to change, so it can be used while stocks are available. However, recruiters should ensure that applicants interested in tuition assistance are aware that it is unlikely to be available.

Maximum USAR Student Loan Repayment: Those who qualify do earn up to a \$10,000 Student Loan Repayment. To earn the full amount, a soldier must serve seven years in the Selected Reserve, since the maximum annual repayment is \$1,500. Nowhere does our advertising stipulate that the full \$10,000 is earned within the six-year Selected Reserve service that is part of the standard (6x2) enlistment obligation.

Simultaneous Membership Program: Opportunities for participation in the Simultaneous Membership Program are more limited than formerly, but they will continue to be available. As always, recruiters must make it clear to applicants that the SMP is pertinent only on campuses with ROTC programs.

See your RTNCO or USAR Operations NCO at battalion to answer your questions on any of these programs.

The Medical Directorate responds:

The Army Nurse Candidate Program was mandated by Congress in Public Law 101-189, FY 91 Defense Authorization Act and Title 10, USC 2130A. While we may not all agree with it, unfortunately there is little we can do to change it.

Yes, another form, but . . . you'll like it

■ The 1992 USAREC Family Support Group Training Conference/Family Symposium is scheduled to be conducted May 11-15, 1992 in Nashville, Tennessee. This is an annual conference with two purposes:

(1) to train volunteers, civilian staff and soldiers on how to establish, maintain and improve family support groups in their units, and

(2) to develop for USAREC and DA action, those brigade family symposium issues identified to negatively impact upon the quality of life of USAREC soldiers, civilians, and family members.

All USAREC soldiers, civilian employees and family members are eligible to complete an application and submit it to their battalion commander not later than March 2, 1992. Battalion commanders in turn should forward applications to HQ USAREC, ATTN: RCPER-HR-SF, not later than March 11, 1992.

Selection will be limited to two members per battalion. These members will actively participate in the conference and are responsible to back brief and train the battalion staff, soldiers and family members on information and lessons learned from this conference.

Additionally, selected members should be actively used to organize and maintain the unit Family Support Groups. Notification of selection will be made after March 12, 1992.

The application form can be found in this month's **Home Fires** section, page 23.



Recruit the recruiter

■ A new recruiter selection team will soon be on the road to talk with soldiers who are interested in volunteering for Army recruiting duty. The new program will eliminate the previous DA recruiter selection process by filling the recruiting corps with volunteers. A 30-minute presentation with VHS video hit the road on February 4, with the first stop at Fort Bliss, Texas, where an audience of 2,700 attended.

SFC John Meyers and SFC Greg Carmine, HQ USAREC, Training Directorate, have put together this exciting video presentation to inform NCOs of the contributions they can make to the Army as a recruiter. According to Carmine, "All installations contacted so far have been very positive. They are announcing our visit in the post newspaper and on radio."

MG Wheeler has tasked the two-man team to visit 35 installations to recruit recruiters. Meyers and Carmine have scheduled a another trip in February to Fort Ord, Calif.; Fort Polk, La., in April; and Fort Hood,

Texas, in July. Fort Hood expects about 6,000 prescreened (by their MILPO) soldiers to attend.

A premier showing of the film was held at Fort Sheridan on January 15. Soldiers attending asked such questions as, "What are the working hours for a recruiter? Can I continue to attend college courses? What is the tour of duty for a recruiter? How many people would I have to put in the Army? What happens if I am not successful?"

Meyers says, "Since July of 1973, this has been an all-volunteer Army. At present, 13 percent of the recruiting force are volunteers. It will take some time, but we are working toward an all-volunteer recruiting force."

Briefing on SSB/VSI

■ A mandatory briefing on Special Separation Benefit (SSB) and Voluntary Separation Incentive (VSI) should have been presented to all soldiers in January. This chain teaching program has been directed by the Chief of Staff of the Army, GEN Gordon R. Sullivan. The briefing consists of a video staring GEN Sullivan and a scripted slide presentation. Packets have been sent to company level.

"It could mean a loss of money to any soldier who has not been briefed," said MSG Charles E. Carriere, USAREC Personnel Directorate. He also stated, "Any soldier who has not received this briefing should go through his or her chain-of-command immediately due to DA deadlines on SSB/VSI."

Possession/wear-out dates for uniform items

■ The following information is provided to assist soldiers in maintaining clothing bag items. The format for the mandatory possession date is: item/number required/mandatory possession date/who must possess/description.

- Garrison cap, AG 344/2/1 Oct 91/ All Soldiers/NA
- Physical fitness uniform/Complete ensemble (two T-shirts, two shorts, one sweatshirt, one sweatpants)/1 Apr 92/All soldiers
- Black shoulder marks/NA/1 Oct 92/Company, field grade, warrant officers/NA
- AG 415 short sleeve shirt/2/1 Oct 93/Male/65-35 poly/cotton, pleated pockets
- Black all weather coat/1/1 Oct 97/All soldiers/New design, new fabric (65-35 Poly/cotton)
- Black cushion sole socks/7/To be determined/All soldiers/Replacing OG 408 green socks

Wear-out dates for clothing bag items. The format is item/date no longer authorized for wear/by whom worn/replaced by

- Black beret/30 Sep 91/Female/Replaced by garrison cap
- Green shoulder marks/30 Sep 92/Company, field grade, warrant officers/Black shoulder marks

Wear-out for optional purchase items. The format is item/when it is no longer authorized for wear by all soldiers/replaced by

- Black windbreaker (old style)/30 Sep 93/New style windbreaker with rib knit cuffs, waist and collar for officers and rib knit cuffs, waist and lay down collar for enlisted personnel
- Green jungle boots/To be determined/Black jungle boots

A possession date is not established for optional purchase items since they are not required for soldiers to possess. Soldiers cannot be forced to buy optional purchase items.

Point of contact is MSG Rysewyk at DSN 459-5214 or toll free 1-800-223-3735, extension 5214.

Family Support wants you!

■ The Chief of Staff's comments page, normally called "The Way I See It," has been modified to solicit input concerning family support group issues throughout the Command. This form can be found on page 13.

Commanders, Family Services Coordinators, recruiters and family members are encouraged to provide comments, suggestions, and problems concerning family support groups, family services or programs. We need to know what works and what is broken, particularly at the user level.

Recruiters, we need your help to get this issue (in particular) of the *Recruiter Journal* to your family members. Take advantage of this vehicle to share good ideas and solve problems.

February is Black History Month

■ Credit for the idea of setting aside a time for Americans to learn about Black contributions to society belongs to the late historian and educator, Carter G. Woodson, a Harvard PhD. who founded the Association Afro-American Life and History.

In 1926, Woodson's association initiated Negro History Week during the week in February containing the birthdays of Abraham Lincoln and abolitionist and Black leader, Frederick Douglass. Woodson hoped that a togetherness in the United States' racial groups would develop out of a mutual respect for their diverse backgrounds.

The popularity of the week continued to grow until it became national in scope. The week's celebration was expanded to a month during the country's Bicentennial celebration in 1976 when Americans everywhere had a heightened interest in learning about the people from all ethnic groups who built this nation. excerpts from AFIS



How to approach your prospects

The people who are most successful in sales are those who make more calls and more contacts than the average salesperson. There is a direct relationship between the number of contacts made by a salesperson and how successful that salesperson will be. The efficiency and quality of sales calls can be improved, which will result in an increase in productivity, but nothing substitutes for making more contacts to make a salesperson the best in the profession.

Why is this such an important point? Because the greatest single obstacle to success in selling is fear of rejection. This fear causes people to come up with excuses to avoid going out to do face-to-face prospecting for applicants.

Ask yourself this question: "As a salesperson, when am I working?" Answer: You are only working when you are face-to-face with a qualified prospect who can enlist or accept a commission in the Army or the Army Reserve. Learning how to approach more prospects is the starting point for taking off to do more selling. Everything else can be in place — training, product knowledge, sales skills, support materials — but if you don't get face-to-face with the prospect, it won't do you a bit of good.

Here are the four keys to prospecting and successfully approaching your prospects:

Key number 1 — Remember that the fear of failure is what causes you to make excuses.

The fear of failure causes you to make up reasons not to call on people. You can overcome this fear of failure through visualization and affirmation. This is called "imaging." Remember, it is not the prospect himself, but the image that you have in your mind of how you think the prospect is going to respond to you, that causes you to be eager or reluctant to call on your prospects.

When you visualize, create a clear mental picture of your prospects as positive, eager to see you, friendly, courteous, respectful, and so on. You will be far more relaxed about going in to see them.

Imagine going in to see someone who likes you and is expecting you versus going in to see someone whom you've never

seen before. Look at the difference psychologically. You are familiar and comfortable with the person you have already seen; there is no rejection. With a new person, you don't know if you will be rejected, and you are more apprehensive.

It is important that you visualize, that you "image," and that you affirm. Psych yourself up. The most powerful affirmation of all is, "I like myself — I'm the best!" Say this over and over again as you go to work each day. Say this over and over again as you go to see your prospects. You will find that as you do this, your

self-esteem goes up and your fear of rejection goes down. When you feel really terrific about yourself and you're really confident about your ability, you will find that you can approach and talk to anyone.

Key number 2 — Overcome the fear of cold calls by "going in naked."

"Going in naked" is an expression that simply means to go in without a briefcase, without any literature, without anything in your hand. Ask for the prospect, shake his hand, and state that you were in the area calling on another person and that you thought you would just drop by to make an appointment for a later time. That's all you need to do. "Go in naked" and ask for 10 minutes of his time. With no materials in your hand, you give the impression of no pressure.

There are two influences you can use in approaching your prospects. One is called **reciprocation**. When a prospect says that he is busy when you call, respond by saying, "Mr. Prospect, I'm not going to try to sell you anything right now. All I want to do is make an appointment for 10 minutes of your time." Let the prospect know that you are aware that his time is valuable. You also reduce the pressure by letting the prospect know that no major decision has to be made at this time. This creates a friendlier atmosphere giving you more success in scheduling appointments.

The second influence you can use is **social proof**. Social proof puts a thought in the prospect's mind that if someone nearby is considering your program, it must be an option worth listening to. The prospect becomes curious and interested in speaking with you about the Army and Army Reserve programs. Saying that people the prospect knows are considering an enlistment or a commission carries a lot of weight in the prospect's mind. It causes him to think that maybe they might be getting an advantage that he's not getting, causing him to open up to you and be curious about what you have to offer.

Key number 3 — Build expectancy. In the sales presentation, you have 30 seconds in which prospects decide if you are serious.

In either a cold call or a pre-arranged appointment, prospects decide within the first 30 seconds whether or not they are going to listen to you. So your first 30 seconds must be planned in advance. You must mentally prepare and rehearse your first 30 seconds. When you approach the prospect you must be strong, calm, positive, smiling and confident. Shake hands firmly with the prospect. Say something that creates interest in the prospect's mind, and use this first 30 seconds to

progress into the first 4 minutes of the approach. The first 4 minutes are crucial because another testing period occurs during this time. This is when the prospect decides whether or not you are likeable.

Key number 4 — Build a bridge before beginning your presentation.

Before you launch into your sales presentation, you must first build a bridge. Bridge-building is the most important concept in communication. Whenever you first meet a person, there is a gap of unfamiliarity separating the two of you.

This gap of unfamiliarity is also called the gap of doubt or the gap of uncertainty. The prospect doesn't know anything about you, and it is your responsibility to bridge this gap by finding something you have in common with the other person.

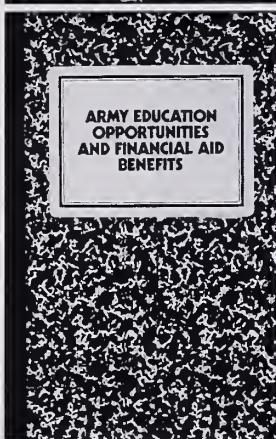
There are many ways to do this. Talk about the weather. Talk about sports. If you have difficulty finding something in common, ask prospects where they are from originally. When they tell you where they are from, use your experience in the Army to relate to that area. Once this common ground is discovered, applicants will feel warmer toward you and open up more for you. Now you can begin to discover areas of dissatisfaction and the needs and interests of the prospect. Only when this bridge has been built and the prospect has determined that you are likeable can you begin your sales presentation.

Above all, remember to keep focused on your prospect.

(This month's Training Tips can be found on the inside back cover.)

***He who has a thing
to sell and goes and
whispers in a well
is not so apt to get the
dollars as he who
climbs a tree and
hollers.***

—Anonymous



TEAM tools

With six new and one revised recruiter publicity items (RPIs), the entire RPI system has been realigned this year to give the field force a more manageable resource. The six new RPIs replace and combine the vital information of 18 previous RPIs.

CW3 Carl Carnes, USAREC Active Army recruiting, who was a field recruiter, says the reduced number is much more practical — that the recruiters and enlistment prospects sometimes feel inundated with reading material.

The acronym TEAM introduces four 5 x 8-inch folder RPIs. These new "leave behinds" are designed to be given to an applicant or parent after the recruiter makes a sales presentation. TEAM stands for:

Training (RPI 226) — *Army Skill Training: Your Key to The Future* RPI discusses the high-tech skill training and one-on-one training offered in the Army. Listed are over 250 MOSs available in the Army.

Education (RPI 900) — the *Army Education Opportunities and Financial Benefits* brochure highlights the many ways the Army promotes continuing education and a variety of ways to fund it. Topics range from the Montgomery G.I. Bill Plus the Army College Fund, to the Concurrent Admissions Program, to earning college credits on duty and off.

Adventure (RPI 237) — *Army Adventure: Good for a Lifetime* highlights the

challenges and adventures offered by the Army. In this brochure, colorful photos of Airborne soldiers in the sky or powerful artillery firing complement pictures of soldiers enjoying their off-duty time.

Money (RPI 236) — *The Army: Your Financial Advantage* explains financial benefits such as pay, no-cost or low-cost medical and dental care, and reduced-cost facilities such as commissaries or exchanges accessible through Army service.

There are two more new "take-one" folders: *Money for College or Vo/Tech* (RPI 901) explains the Montgomery G.I. Bill Plus the Army College Fund, and *Benefits* (RPI 909) accents such things as an enlistment cash bonus if you qualify, travel and health care, as well as adventure and skill training.

The *College Loan Repayment* (RPI 923) "take one" is a revised version of the 4 inch x 9 inch brochure describing the Army Educational Loan Repayment Program to college graduates and students, college educators and other adult influencers.

Also at the St. Louis AG Publication Center are two updated USAR 4 x 9-inch RPIs. *Engineering Skills* (RPI 780) discusses the various engineering skills acquired by joining the Army Reserve. The *\$20,000 for College* (RPI 785) brochure graphically shows the financial gains towards a college education. These versions replace those currently in use by recruiters.

Now that you've got them



how do you keep your DEP?

The bottom line...do not bring DEP soldiers together and waste their Saturday.

The formula for a good DEP function is easy. Hard work, quality training, and indoctrinating your DEP soldiers as soon as possible. There are a few basic steps to giving a productive DEP function.

First, **a DEP function needs a training facility.** In any area there should be a National Guard or Reserve unit. These units have the necessary facility and equipment to host the function. To obtain access to the facility, work with the local training NCO. Sell him on the idea of cleaning his weapons. When possible refer leads to him that will fill potential holes in his unit. Once you have your first DEP function he'll know you mean business and be more willing to support you in the future.

Second, **find a way to feed the DEP members.** Pizza and soda go a long way — they are cheap and filling. Ensure your DEP members are fed well, and don't forget to always eat last.



Third, **provide training.** All recruiters possess knowledge of the most basic military subjects. These soldiers are yours and they want to be trained, if possible, by you. They want to possess the knowledge you possess. Make an annual training schedule starting in September when school starts. This is done so you can plan for guest speakers, equipment, food, etc. Each month is dedicated to one training topic.



PV2 Grove does it right, while SFC Treaster assists PVT Starr in making the proper hand salute.

Next, advertise the function. The best form of advertisement is word-of-mouth. Let your schools know what is happening one Saturday a month. Post signs, invite seniors and juniors and call to coordinate through DEP members in your schools. Keep in mind that someone who was lukewarm when you conducted the appointment may be red hot after participating in the function.

Begin the function with **sign in**; ensure each DEP member reads and signs the PT release form, USAREC Form 992; then conduct drill and ceremonies followed by the specific training annotated on the annual schedule.

Once training is complete, **it's time to eat**; try to imitate Army conditions as much as possible. For example, have the vendors serve meals on mess hall trays.

Another idea is to **assign squad and team leaders** for each school. If possible issue brassards with sergeant or corporal stripes to your DEP members. Also, mission them with bringing one guest to the next function. Most DEP soldiers feel a certain pride in helping form one of the "best" squads in your station.

Very important — do not allow 15 minutes to elapse with your DEP members doing nothing. Have a meeting in your station before the function to ensure each NCO knows his or her role. Also, your appearance at this function is critical. You will set the example for your squad in appearance and attitude.

The DEP function should end with a **last formation where you promote E-2s** through the referral promotion program. Issue them final orders and express thanks for being a part of the best Army America has ever seen.

You are professional non-commissioned officers in the United States Army. If there are a group of soldiers wanting to be trained, then this is where to begin. Give drill sergeants new recruits with a basic understanding of what is about to happen. That drill sergeant may never know who you are, but he most assuredly will understand and appreciate the training you gave his troops before he gets them.



SSG Blanchette demonstrates M16A1 features — "Ensure your weapon is placed on SAFE."



SGT Zimmer gives hands-on M16A1 instruction to PVT Harshbarger.



Squad leader PV2 Boozel leads the line to sample Army chow.

Story by SSG Allen G. Blanchette, Lewistown (Pa.) RS (Photos by Jacquelyn Blanchette)

Take a walk through CONAP



Editor's note: At the time this story was written, a recruiter did earn 25 points for each CONAP agreement.

However, as of 1 Jan 92, CONAP agreements are now worth 15 quality points, as described on the January 1992 *Recruiting Edge* flyer.

Back when CONAP was ConAP, Greenville became the first company in USAREC to tally more than 100 Concurrent Application for College Program (CONAP) agreements. More recently, Greenville recruiters wrote more than 100 agreements in one 6-month period, from July to December 1991.

Ironically, before FY 91 the company had a history of difficulty meeting mission requirements. So how did they turn this CONAP challenge around?

Last July, Greenville Company commander CPT Mike Clemons decided he wanted more CONAP production from his recruiters. So he had SSG Placido Lopez, a recruiter from Spartanburg, conduct a Saturday training session in late July.

Lopez had written the company's first CONAP agreement in 1990 and had been successful with CONAP ever since. He designed his training to cover all the essential elements in selling CONAP and integrating their CONAP sales presentation into their Army recruiting process.

"You have to take care of your applicants and walk them through the CONAP process — walk with them

through the university and actually get them admitted," said Lopez.

This walk-through idea caught Clemons' attention. He immediately missioned recruiters to walk through one applicant within the next 30 days.

"That first walk-through agreement showed them just how easy it was," Clemons said.

Then, rather than just sitting back and tallying up the incoming scores, Clemons got out into the community and talked up the program at several PTA meetings.

"At these programs, the first speaker addresses how to get financial aid, the second how to get students enrolled in college, and the third covers aspects of getting into a tech college. Then I get up and I have the answers to all their questions," said Clemons.

He continued, "I could get the potential student money for college or to pay back a student loan, and I could help them get enrolled. My recruiters would actually walk the students through to make sure they were enrolled in college. That's what made such a hit with parents — that a recruiter would actually walk a student through and see that he or she got enrolled."

"We're doing more for the recruit with this program. We're not just allocating benefits — we're making sure they use them."

Both Clemons and Lopez firmly believe that the program benefits the recruit, the school, the recruiter and the Army.

Although the training and mission stirred the recruiters to action, SSG James E. Glymph of the Greenville Recruiting Station had already been successful with

CONAP. The company's top RA recruiter for FY 91 says that CONAP makes him feel good. "\$25,200 for college gives young people a choice in life."

"The Army's the best thing going." Glymph had applied to banks for college loans after he got out of high school. "They all tuned me down. I had no collateral, neither did my folks." He didn't know about school loans because no one took the time to tell him. "The only person who spent time with me was the Army recruiter."

Glymph was recruited 10 years ago in Newberry, S.C., by SFC David Prince, who is now recruiting for Special Forces in Europe. Prince would be proud of his recruit — Glymph recruited 13 CONAP agreements in the 6-month period.

The company's top CONAP Army Reserve recruiter, SSG Wanda Estes, says that Lopez' training was the spark that got her going and helped her the most. Estes, also from the Greenville RS, wrote nine agreements from July to December 1991.

Estes credits Lopez for bringing CONAP to the commander's attention, and she thinks that Clemons' mission of one walk-through by the end of the month was a good idea.

"Once I had one, it became part of the processing," she said. "It became so easy, once you start dealing with the schools and they know you. Now I have one or two special contacts at each college. We each know who we are dealing with."

"CONAP is working for me. I enjoy it," said Estes. She concluded, "A recruiter is stupid not to use it — I get 25 points for each one" (*see Editor's note at the beginning of this story*).

"That's how I'm going to get my gold badge."

Elinor Furnell, Columbia A&PA

CONAP Monthly Statistics

Bde	CONAP Agreements for 2 - 31 Dec 91	Total CONAP Agreements
1st	5	193
2d	129	915
4th	39	117
5th	90	156
6th	7	38

CONAP agreements on the rise

After staggering the start of the Concurrent Admissions Program (CONAP) over a period of 3 years from 1989 to 1991, the program finally went command-wide as of 1 October 1991. With increasing support from commanders and more recruiter experience, the program is gaining momentum. Battalions are developing relationships with their CONAP colleges that are making it easier to process a CONAP College Referral Form. And, these working relationships translate into more CONAP agreements.

Many facets make up a successful CONAP program. The 2d Brigade is enjoying outstanding success and shares these elements of success with us: command support and involvement at all levels. An important aspect of command support is time for training, which includes initial training of all personnel from the battalion commander to the recruiter, followed by sustainment training.

As for recruiter involvement with CONAP colleges, successful recruiters work with the CONAP POC and become knowledgeable about each school's requirements for admissions and degree programs, plus tuition costs. The recruiters who work closely with the colleges in their area were able to streamline some of the paperwork flow. Raleigh Recruiting Battalion has negotiated with all 17 CONAP colleges to waive the application fees. At the Columbia Recruiting Battalion the recruiter hand-carries a CONAP packet, which includes the College Referral Form, completed college application and high school transcript, to the local colleges. The application is evaluated on the spot and, if eligible, a College Admission Agreement is completed. Other successful battalions use variations of this method based on local circumstances.

Sharing secrets of success, the 2d Recruiting Brigade convened its education specialists for training and cross-feeding of ideas. By publishing information on the progress of the battalions, it has spurred effort to increase progress by all battalions. The *Recruiter Journal* would like to hear from you about your success stories.

Also, in this issue we will begin reporting on the number of agreements that are received on a monthly basis.

The Test

1. As a minimum, prospects should be allowed at least _____ minutes to complete the EST. However, at no time will the prospect be allowed to test beyond a _____ minute maximum time limit.

- a. 30; 45
- b. 30; 60
- c. 45; 60
- d. 60; 90

2. If the presenter of the USAR National Scholar/Athlete Award is someone other than a recruiter, the _____ or _____ should accompany the presenter.

- a. Recruiter; recruiting battalion personnel
- b. Station commander; recruiting company first sergeant
- c. Station commander; a representative of the CLT
- d. Station commander; recruiting battalion personnel

3. By the 28th day of February, a recruiter must have completed contact of _____ percent of assigned male graduates.

- a. 25
- b. 30
- c. 50
- d. 65

4. By the 28th day of February a nurse recruiter must have completed contact of _____ percent of May nursing school grads.

- a. 30
- b. 50
- c. 75
- d. 100

5. One hundred percent of the junior high school list construction must be completed not later than _____.

- a. 31 December
- b. 31 January
- c. 28 February
- d. 31 March

6. Recruiters will accomplish which of the following immediately after an enlistee's shipment to active duty?

- a. Annotate USAREC Form 200-C.
- b. Annotate the appropriate USAREC Form 539 with "enlisted RA or USAR" and the date of enlistment.
- c. Present the completed USAREC Form 200-C to the station commander at the next regularly scheduled DPR.
- d. All of the above.

7. If an applicant has checked "unsure" on the DD Form 2246, he or she must _____ before the form may be finalized.

- a. Change the answer to either a "yes" or a "no" answer.
- b. Obtain the required medical information.
- c. Write a statement as to why there is any uncertainty.
- d. Complete all of the above.

8. Prospecting is broken down into two broad categories:

- a. Telephone prospecting and referral prospecting.
- b. Face-to-face prospecting and referral prospecting.
- c. Telephone prospecting and face-to-face prospecting.
- d. Telephone/face-to-face prospecting and referral prospecting.

9. Each new enlistee will be provided with a minimum of _____ USAREC Forms 512 (Regular Army and Reserve Components Referral Sheet) to utilize in order to document qualification for early promotion.

- a. 4
- b. 3
- c. 2
- d. 1

10. In successful selling, the five sales skills are to establish rapport, determine needs and interests, determine qualifications, present features and benefits, and close/handle objections. The five critical tasks are:

- a. The same as the five sales skills.
- b. Prospecting; establish rapport; determine needs and interests; present features and benefits; close and handle objections.
- c. Prospecting; determine needs and interests; determine qualifications; present features and benefits; close/handle objections.
- d. Prospecting; sales presentations; processing; DEP/DTP maintenance; follow-up.

11. All prior service Army or other service component soldiers interested in reentering or entering the Army will be informed of the Special Forces Prior Service Option.

- a. True
- b. False

12. Applicants enlisting in the Special Forces Prior Service Program must satisfactorily complete all phases of required training (i.e., Basic Training, Basic Airborne Training, and Special Forces Assessment and Selection). Failure to complete any required training will result in _____.

- a. The applicant being reclassified and reassigned.
- b. The applicant being given the option to reclassify or separate from the Army.
- c. The applicant being separated from the Army.
- d. A charged DEP loss to battalion level only.

13. All prior service Special Forces candidates will undergo an APFT prior to accession. The responsibility for administering the APFT will be arranged by the _____.

- a. The station commander or the recruiter of credit.
- b. The station commander with coordination of the CLT.
- c. The recruiter of credit or the station commander.
- d. The recruiter of credit.

14. When IRR screening is conducted, recruiters are responsible for performing only the screening activities outlined in USAREC Reg 140-4. The IRR members will be referred to _____ for resolution of all other problems.

- a. USARPERCEN
- b. Recruiting Battalion Reserve Operations personnel
- c. The servicing MUSARC facility
- d. MILPERCEN

(Answers to this month's Test may be found on the inside back cover.)

The way I see . . . Family Support

Family support is a major concern in this Command. We want to support you, the recruiting family, but we need your help to identify both problems and assets. Please share your comments on what works, what's broken, and what you need for family support.

What are your ideas for improving family support? Share them on the space below and mail this form, postage free. Please be as detailed as possible when citing examples for improvement. If you desire a direct response to your comments or suggestions, please include your name and address. Names are not required.

Teamwork: Working together as a team we can accomplish more than working as individuals. Share your vision for the future of the U.S. Army Recruiting Command. All forms are mailed to and received directly by the U.S. Army Recruiting Command Chief of Staff, Fort Sheridan, Ill.

Fold here second and secure with tape

DEPARTMENT OF THE ARMY
HEADQUARTERS
U.S. ARMY RECRUITING COMMAND
FORT SHERIDAN, ILLINOIS 60037-6000

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U.S. Army Recruiting Command
ATTN: RCCS (Chief of Staff)
Fort Sheridan, IL 60037-6020



Fold here first



"It's okay to be shy. You can still feel good about yourself and admit you are shy. Shyness is not a personality weakness," says MSG Rodney D. Campbell, USAREC Training Directorate.

Studies show that 80 percent of persons surveyed considered themselves shy at some point in their lives. Four out of every ten of these people consider themselves presently shy. Only 7 percent of the people surveyed said that they have never considered themselves shy. Shyness is so common that it is considered a personality trait.

Shyness means to have a fear of people who for some reason are threatening to us. This threat could be from a person in a position of authority or power, a person who is a stranger because we don't know how that person will react to us, or a person of the opposite sex who may intimidate us. A person's outward behavior may conceal shyness. One group of people admits they are "flamboyantly shy." Such people talk on even when others are no longer interested. They may barge into conversations and appear to be insensitive to others. This type of behavior is often considered a camouflage for shyness.

People are shy in different situations. Some are shy in public speaking while others feel uncomfortable dealing one-on-one. An example of the shy person in a one-on-one situation is the very quiet student who seldom speaks unless spoken to. But this same student in speech class is completely at ease in front of the class delivering a speech. Famous performers such as Barbara Walters and Michael Jackson fall into this category.

Some people are shy only in social situations such as parties and group gatherings. They are likely to be ill at ease with small talk. The remedy for this type of shyness may be as simple as learning new social skills.

Then there are the true-blue "shys" who would rather be alone than be with other people and are more comfortable with books, objects and ideas. Writers, scientists, inventors and forest rangers may fall into this category.

It seems shyness is more prevalent in younger people than in older. However, there are those who consider themselves newcomers to shyness, that is people who did not consider themselves shy in childhood but presently consider themselves shy. These are usually young adults and the reasons for this sudden onset of shyness is unknown.

***People who know little
are usually great talkers,
while people who know
much say little.***

— Jean Jacques Rousseau,
French philosopher

Most soldiers come to recruiting with no experience in a sales environment. They are removed from their own area of expertise and thrown into a totally new set of circumstances. Many have never tried face-to-face dealings with the public anywhere before in their lives. What does a shy recruiter do?

MSG Kenneth A. Hopkins, USAREC Training Directorate, says, "The same traits that allow a soldier to be successful in a previous MOS will allow him to be successful in recruiting. Even though shy, when a soldier comes on recruiting duty he or she has already been successful in the Army and in dealing with people. The same characteristics that make a successful tanker will make a successful recruiter. There is a variety of personalities in every sales organization in America."

Some people make use of the positive side of shyness and even say they like being shy. It is the opposite of aggressiveness. They feel a person should not try to get over shyness. Shy persons are valued listeners and are usually not considered obnoxious or pretentious. They easily avoid conflicts and can stand back and observe situations before making decisions. In the **Profile of the Successful Recruiter*** (see box below), listening and informing are considered the most important attributes under the heading of Communications Skills.

Some recruiters who consider themselves shy feel that shyness is a big hindrance in successful recruiting. However, SGM Joseph G. Garner of the Recruiting and Retention School states, "The idea that to be successful you need to have a glib personality is just not true. Being sincere and having the best interest of the prospect in mind is what is important. Being shy is not necessarily a personality flaw. A recruiter should accept his or her personality and not try to be something he or she is not."

In that way, he or she can overcome shyness and be successful."

One shy recruiter makes use of the positive side of shyness. He says, "Being reserved helps in putting my prospect's mother at ease. When you are quiet, mothers are more likely to ask questions that ease their doubts about their son or daughter becoming a soldier."

However, another shy recruiter says, "At the Recruiter Course, students only have to make one speech. On-the-job recruiters must make many speeches to groups of influential and high-ranking people of authority, most over the age of 25."

His advice in such cases is, "When you are a new recruiter and shy, take someone with you. If you choke up or are not expert in the subject matter, your buddy can pick up for you." He also said the first sergeant and station commander are willing to help. "You're not on your own, don't be afraid to ask for help."

Some experts in the sales field believe the natural born sales person is a myth that hurts in two ways. Those who believe they are naturals become overconfident and don't bother to study good salesmanship techniques. Those who do not believe they are naturals trap themselves into thinking they cannot improve.

SFC Dennis Margheim, USAREC Training Directorate, says, "The real key to being a successful recruiter is training. No one recruiter is likely to possess all the characteristics of success. Through good sales training, those characteristics that you may not now possess can be learned. Each company has the audio tape set, 'The New Psychology of Selling,' which is a very good training tool. Recruiters should use it frequently."

Pearl Ingram, RJ staff

Profile of the Successful Recruiter

*from the master's thesis of the same name by Joyce E. Zellweger, Naval Postgraduate School, December 1986

Administrative Skills	Communications Skills	Sociological Characteristics	Military Background Characteristics	Ego Characteristics	Behavior Characteristics	Specific Experience
Organizing	Speaking	Age	Rank	Self-image	Motivation	Recruiting
Planning	Writing	Gender	MOS	Extroverted	Self-starting	experience
Time management	Listening	Race/Ethnicity	Years of service	Integrity	Commitment	Sales experience
	Informing	Intellect	Integrity	Resilience	Flexibility	Recruiter training
Attention to detail	Persuading	Spouse support	Resilience	Sense of humor		Public speaking
			Sense of humor			experience

Celebrating ANC history

On February 2, 1901, the Army Nurse Corps was officially born. The ANC has continued to evolve along with the Army's changing needs and requirements in the past 91 years. The Corps' commitment to professionalism and quality nursing practice is forefront in their efforts.

Under the Army Reorganization Act of 1901 the all-female Nurse Corps became a permanent corps of the Medical Department. The Surgeon General was required to maintain a list of qualified nurses who would serve during an emergency. So, a provision was made to appoint nurses with satisfactory service to a reserve status — the first Reserve Corps in the Army Medical Department. In 1901, there were only 37 reserve nurses wearing the badge of the Army nurse.

The Nurse Corps continued to grow and by 1918 there were over 12,000 Active duty nurses. In July 1918, the still all-female Nurse Corps was redesignated the Army Nurse Corps.

Although nurses served diligently during World War I and distinguished themselves as patriotic Americans, they were not granted the status of an officer with relative rank of second lieutenant through major until June 1920. Even then, they were not given the same rights and privileges of an officer of comparable rank. Not until World War II did nurses begin to receive similar privileges equal to those granted to commissioned officers. After World War II there were over 27,000 Army nurses on Active Duty.

Finally, in August 1955 Congress authorized commissions for male nurses in the Army Reserves for assignment to the Army Nurse Corps Branch. In October 1955, a nurse anesthetist was the first man to receive a commission in the Army Nurse Corps.

In 1962, the Army nurse recruiting programs' responsibility were transferred from the Office of the Surgeon General to the Deputy Chief of Staff for Personnel, Department of the Army. Also during this time Army nurse recruiting became the responsibility of the U.S. Army Recruiting Service, Fort Monroe, Va. Army Nurse Corps counselors, with assistance from enlisted

recruiters, coordinated and implemented a nationwide program to interpret the needs and opportunities for nurses in the Army.

By 1963 the number of Army nurses had decreased. The Department of the Army wanted to stimulate public awareness of the role of nurses and explain the Army's need for more nurses. This intensive nationwide recruitment plan was known as Operation Nightingale. By this time Army nurses were serving in Army medical facilities across the continental United States, Alaska, Hawaii, Japan, Puerto Rico, Republic of Korea, Thailand, Okinawa, Turkey, Republic of Vietnam, Iran, Ethiopia, Germany, France and Italy.

The Army Nurse Corps has come along way since 1901 and Operation Nightingale; from the first Superintendent of the Corps, Dita H. Kinney, to the present Chief of the Army Nurse Corps, BG Nancy R. Adams. Over the years, the institution of several programs such as the Army Health Nurse Program, Registered

Nurse Student Program and the Army Student Nurse Program, just to name a few, has given the Army the overwhelming quality of nurses they have today.

Currently, the Medical Directorate of HQ USAREC is activating a nurse recruiting team mission, vision and action plan for 1992. This plan details FY 92 mission; the decreasing application processing time; enhancing nurse recruiting resources and enhancing the premiere nurse recruiting team. The plan is based upon input from all levels of the recruiting force in order to better support each other.

"As the worldwide premiere nurse recruiting force, we consistently accomplish our mission as an empowered, dynamic, visionary, technologically-advanced, and cohesive organization. We are fiscally responsible and accountable expert professionals, who value caring and respect for individuals, families and co-workers. We demonstrate integrity, open communication, and trust in our daily work and commit to excellence in all that we do," stated COL Sharon I. Richie, director of HQ USAREC's Medical Directorate. "I believe it will be an exciting year for all of us."

Vernetta Graham, RJ staff



Tearing down the myths

Twenty heads nodded sympathetically as the Army Reserve nurse lieutenant told the nursing seminar about the lack of care nurses give themselves during their most stressful days. An hour later an Army Reserve lawyer kept the audience riveted with a trial lawyer's booming voice as he described their legal rights as a nurse.

Eight hours of free continuing education credit brought most of the working nurses to the registration table for the all-day seminar. However, the Albuquerque Army nurse recruiting team — SFC Gary Kohnstamm, nurse recruiter, SSG Debra Kohel, active Army recruiter, and CPT J. Ann Hohner, nurse counselor had a different purpose: to break down the myths about being an Army nurse.

The concept of an all-day nursing seminar began with a simpler luncheon held in Denver, offering nurses continuing education credit for the lunchtime speech. The Albuquerque team expanded the idea by covering a variety of nursing topics including ethics, care for the caregiver, legal issues, a comparison of military and civilian

nursing, and a keynote address by a combat nurse who participated in Operation Desert Storm.

"One of the chief reasons young nurses in my hospital join the Army is that Army nurses are required to have a BA; it ensures a quality group," said COL Alyce Frelin, the assistant chief nurse at Fitzsimmons Army Medical Center in Denver, Colo., and the guest



SFC Kohnstamm presents "Stormin Norman" nurse teddy bear to one of the nursing seminar participants. (Photo by Dianne Fierro)

speaker. "Civilian nurses need to see us as leaders in the nursing profession."

Frelin was joined by a second visiting speaker, CPT Judy Kidwell, head surgical nurse at Evans Army Community Hospital at Fort Carson, Colo. Kidwell brought a slide show of her Saudi experiences and shared artifacts she had collected, as well as MREs, which the nurses sampled with varying responses. Both out-of-town speakers used brigade-level TAIR funds to finance their trips.

The two active duty Army nurses were complemented by two Albuquerque-area Army Reserve officers, MAJ Larry Hill from a

local JAG unit and 1LT Amanda "Sam" Conley, a two-year member of a local MASH unit, currently a staff nurse at an Albuquerque hospital.

Kohnstamm and Kohel used a classroom at the University of Phoenix, a school with a program for nurses seeking a bachelors degree in nursing. Many participants also used the lunchtime to look

through the well-stocked workshop packet, containing the agenda, nurse RPIs, battalion-produced nurse pamphlets and matching nurse business cards.

Kohnstamm and Kohel ended the seminar with a variety of door prizes, designed to keep the nurses in their seats until the last minute. Most coveted of the prizes was their locally famous "Stormin' Norman" teddy bear, decked out in nursing desert camouflage.

Florence Henderson, executive director of the New Mexico Nurses Association and honored guest at the seminar, gave much of the credit for the event's success to Kohnstamm. "Gary comes to us with good ideas. He's visible in the nursing community and an open, friendly person," she noted.

Would the Albuquerque nurse recruiting team repeat the event? "Absolutely" was the response from all sides. Events with more clinical instruction in areas the Army excels in and others designed specifically for student nurses are in the works.

Dianne Fierro, Albuquerque A&PA

Stay in middle schools

A top North Carolina official pledged his full support to Army Recruiting's "Stay in School/Stay off Drugs" program. "I'm familiar with your program, sold on your program, and I'm glad to know that you're moving into the middle grades," said Rufus Edmisten, secretary of state.

At the gathering, Edmisten read the proclamation signed by Governor James G. Martin, kicking off "Stay in School/Stay off Drugs Awareness Week" in North Carolina.

"[The middle grades] are where you're going to help a kid if you're going to help him at all," Edmisten continued. "I know you've concentrated your efforts in the high schools...but the middle grades, in my opinion, is where we need to take all the action."



LTC Deaver, commander, Raleigh Bn, receives the "Stay in School/Stay off Drugs proclamation from Rufus Edmisten, North Carolina Secretary of State. (Photo by Sara Kirk)

LTC Ron E. Deaver, battalion commander, compared the war on drugs and the drop-out problem to Operation Desert Storm.

"Losing this would be more detrimental than if we lost the war in the Middle East," he said.

Deaver also told the attendees that the Army has pledged its support to helping fight the ever-present drop-out and drug problem.

Edmisten said he was shocked to learn how much knowledge middle school children had about drugs.

"They know a lot more about drugs than we do," he said. "I used to talk to kids when I was attorney general, and the kids would teach me more than I'd been taught by the SBI (State Bureau of Investigation) the entire year."

Following his remarks, Edmisten lauded the Raleigh Battalion for its efforts.

"I think it's wonderful what you're doing," he said, "and I'm glad you let me be a part of it."

Sharon A. Hargett, Raleigh A&PA

Recycling recruiters

Portland Battalion recruiters became experts in recycling during Oregon Recycle Week.

The battalion assisted high schools in setting up their recycling program by providing recycling boxes for white paper and assistance in recycling the paper at the end of the week. The schools could keep the boxes and continue the program on their own at the end of the week.

Recruiters delivered 1,250 boxes to 39 high schools. The boxes were decorated with "Stay in School" stickers and the recruiting station address and phone number.

"The boxes really encouraged us to get serious about recycling," said Bill Stemple, principal of Taft High School, Taft, Oregon.

"This program allowed me to give something positive to the schools," said SSG Consuelo Fernandez-Hentz, Corvallis RS.

"The response to our offer was better than expected," said LTC Julian M. Mount, Portland Battalion commander. "I predict it will be even bigger next year."

Lynne Crawford, Portland A&PA

Below: SSG Fernandez-Hentz and Principal Bill Stemple present a recycle box in Taft High School. (Photo by Lynne Crawford)



Get high on life

■ "Hi, I'm Sergeant Malone and I'll be with you today. I'm not here to put you in the Army; I'm here to convince you to stay in school. Some of you may come into situations like those in our film, so I want to share this with you because I think you're special," said SSG Glenda K. Malone, a recruiter in Meridian, Miss.

Malone took four days out of her recruiting schedule to impress upon 419 eighth and ninth grade students the importance of staying in school and staying off drugs. Equipped with the Army's "Tough Decisions" tape and a wealth of personal knowledge, Malone taught at Northeast Lauderdale Junior High/High School. She was assisted the first day by her commander, CPT Stephen Long.

She took them on a historical journey that included a stop at the log cabin of the 16th president of the United States, Abraham Lincoln. After showing how President

Lincoln "made it," she moved to the present day and traced GEN Colin Powell's career from the Bronx to the Joint Chiefs of Staff.

To deal with modern day problems, she gave real life examples of the consequences people have suffered from teenage pregnancy, drugs and dropping out of school.

Candid and open discussions evolved as Malone and the students viewed the "Tough Decisions" tape. "I was surprised at the amount of feedback I got and the honesty of the students," Malone commented.

A young man who was a high school junior came to her and asked, "Are you the Army recruiter I need to talk to you?"

The young man had decided to quit school and join the Army. Malone served as a mentor; and the school and the Army are now partners committed to keeping the young man in school.

Malone concluded by encouraging students to "get high on life."

Jimmie H. Hartfield, Jackson A&PA



SSG Glenda Malone tells Northeast Lauderdale High School students to "Get high on life; stay in school." (Photo by Jimmie H. Hartfield)



1SG Poe addresses Howard's Grove High School students on the Civil War. (Photo by Tom Schmidt)

History's teacher

■ Recently 1SG Robert Poe, Appleton, Wis., taught the Civil War to Howard's Grove High School American history students as a guest instructor.

Poe, an avid history buff, participates in reenactments across the state as a hobby. He has reenacted at famous Civil War battle sites such as Appomattox and Manassas, Va.. He travels to various high schools serving as a guest instructor.

Poe has been in the Army for 20 years and is currently responsible for Active and Reserve Army enlistments in the Green Bay-Appleton area.

"The kids can see first-hand, from a 'real soldier' perspective, how life was in those days," Poe said. "Some things remain constant across time - a soldier's sense of values and patriotism," he said.

Carol Haubrich, Milwaukee A&PA

Desert retention

When he deployed with his unit from Germany to Saudi Arabia last Christmas, SFC Perry D. Hardmeyer was no different than thousands of other soldiers. But war has a way of changing things — of making you different.

Hardmeyer went to Southwest Asia as his unit's career counselor, to convince fellow soldiers of the 210th Field Artillery to stay Army. From the midst of seething desert days and bone-chilling desert nights, that's a challenge. But he succeeded, re-enlisting 26 soldiers while there.

However, often in war, responsibilities are not limited to those for which you're trained, and Hardmeyer's were not limited to reenlisting comrades.

Between unit maneuvers, he managed to stock and open a post exchange until the air war began, then worked in the motor pool before the ground war, and served as a company first sergeant during the ground war.

For his unrelenting duties in Southwest Asia, he earned the Bronze Star Medal. He also recom-



SFC Perry D. Hardmeyer

mended 20 of his soldiers for the same, which they all received.

Now assigned to Headquarters, 5th Recruiting Brigade, he is the retention NCO, and although he's glad to be home, he hasn't forgotten the curious aspects of war.

"The culture shock was an eye-opener. When we were in Kuwait, I sat out at night and read by the light of burning oil fields.

"The first week we were in Kuwait, we had no link to home," Hardmeyer said. "Then our mail found us, plus some of the 'any soldier' mail."

Hardmeyer joined the Army in 1973 and has worked in Army recruiting and retention since 1979.

"I enjoy the retention field," Hardmeyer said. "It's good to work with soldiers. With all the changes coming down in the Army, there's a lot of training and education to be done."

LuAnne Fantasia, 5th Bde A&PA

Adopt a highway

It's a busy stretch of highway that leads to Somerset, Ky. It's U.S. Highway 27, a two-mile stretch of highway that runs in front of the Somerset Recruiting Station. And thanks to the efforts of SFC Robert Varney, station commander, this area boasts a sign proclaiming U.S. Army Recruiting a participant in Kentucky's "Adopt a Highway" program.

"It's a way of giving something back to the community," Varney said. "We get calls from people in the community telling us they appreciate what we're doing." He believes community involvement presents a positive image of the Army.



DEP members Michelle Strunk (left) and Christopher Jackson (right) support SFC Varney's efforts to keep Kentucky's highways trash free. (Photo by Marsha Hogan)

Once Varney heard about the "Adopt a Highway" program, he contacted Kentucky's Department of Transportation and by October, Somerset Recruiting Station had adopted 2.4 miles highway.

"When we have a Delayed Entry Program function, 'police call' is part of the DEP soldiers' training," Varney explained. "Of course, we police up the area whenever it's needed."

"People see the sign, realize it's pretty nice of the Army to pick up the trash, then when their son or daughter talks about the military, they may send them to the Army recruiting office," Varney said. "It's good community relations and that always helps put people in the Army."

Marsha Hogan, Nashville A&PA

Mental Health Care Rules

CHAMPUS cost-sharing of medically or psychologically necessary mental health care received from civilian sources is subject to certain rules and limits. Here's a rundown of the major guidelines for CHAMPUS-covered mental health care:

Yearly limits

For inpatient mental health care provided on or after Oct. 1, 1991, limits are as follows:

- For adults aged 19 and over, 30 days per fiscal year, or 30 days in one admission to an inpatient mental health care facility (not counting days of inpatient mental health care provided before Oct 1, 1991).
- For children and adolescents aged 18 and under, 45 days in a fiscal year, or 45 days in one admission (as for the previous category, days of inpatient mental health care provided before Oct 1, 1991, don't count against the limit).
- For inpatient mental health services provided by residential treatment centers, 150 days in any fiscal year, or 150 days in one admission (not including care provided before Oct. 1, 1991).

The patient's age at the time of admission determines how many days of inpatient mental health care CHAMPUS will cost-share.

The day limits may be waived for reasons of medical or psychological necessity. As in the past, civilian providers of mental health care must request waivers for their CHAMPUS-eligible patients from the CHAMPUS mental health review contractor.

Advanced approval required

Admissions to residential treatment centers, or non-emergency hospital admissions for inpatient mental health care, must be authorized in advance by the CHAMPUS mental health review contractor. The contractor must also approve the continuation of inpatient services within 72 hours after an emergency admission.

The CHAMPUS primary mental health review contractor for most of the country is: Health Management Strategies International, Inc., (HMSI) 1725 Duke St, Suite 300C, Alexandria, Va. 22314. Providers of care may reach HMSI by telephone at 1-800-242-6764.

Certain parts of the U.S. which are the sites of CHAMPUS demonstration projects—California and Hawaii, the Tidewater area of Virginia, the New Orleans area, and a few other specific locations near military bases—will have different contractors handling mental health care advance approval. Check with your nearest Health Benefits Advisor for details.

Reviews of care

As is true for other types of care under CHAMPUS, mental health care will be reviewed at certain points during the time it's being provided, to ensure that it's medically or psychologically necessary and appropriate for the patient's diagnosis.

Review will be conducted by HMSI, the CHAMPUS primary mental health review contractor, or by another contractor with primary responsibility for a specific geographic area.

Reconsiderations/Appeals

The process of asking for reconsiderations and appealing decisions made by CHAMPUS contractors in mental health cases is similar to the procedures used for other types of care under CHAMPUS.

Under these procedures, if providers of care or CHAMPUS patients are not satisfied with an initial determination by a mental health review contractor, they may ask for a reconsideration. This is provided by different reviewers within the organization.

The reconsideration determination is final for providers of mental health care. But patients may appeal to CHAMPUS headquarters if they're dissatisfied with the mental health review contractor's decision.

One additional step is added to the process if the reviewing organization is also responsible for managing and delivering health care services. This is the case for the CHAMPUS Reform Initiative test program in California and Hawaii, and for the Contracted Provider Agreement in the Tidewater area of Virginia. In these areas, a second reconsideration is done by HMSI, which will apply its own standards to the decision, ensuring the fairness of the process for all involved.

FAMILY SUPPORT GROUP TRAINING/FAMILY SYMPOSIUM APPLICATION

"Section 552a(b), Title 5 of the U.S. Code (Privacy Act of 1974) prohibits the release of information without the written consent of individuals to whom the information pertains. The information you provide below will be used by the military chain of command for administrative purposes in connection with attendance to the Family Support Group Training/Family Symposium functions. Other uses will be for emergency notification. Providing the information is voluntary. However, failure to do so may result in an inability to be considered for acceptance to attend these functions. This information will not be released outside military channels."

(FOR ADDITIONAL SPACE, USE A SEPARATE SHEET OF PAPER AND KEEP IN SAME ORDER)

NAME (FIRST, MI, LAST) _____ SOCIAL SECURITY NUMBER (SSN) _____

STATUS (Circle all that apply)

AD, RA, AGR, DA CIV, SPOUSE, YOUTH, SUPPORT STAFF, RECRUITER, RETIRED, SINGLE, MARRIED, DUAL MILITARY, SOLE PARENT

RELATIONSHIP TO SPONSOR (SELF, SPOUSE, CHILD)

SPONSOR'S FULL NAME _____ SPONSOR'S RANK _____ SPONSOR'S MOS/SC _____

SPONSOR'S RECRUITING STATION/BATTALION _____

USAREC PAID CIVILIAN STAFF POSITION _____ GRADE _____

ADDRESS FOR RESIDENCE (Include zip code) _____

UNIT'S DISTANCE FROM A MILITARY INSTALLATION _____

WORK PHONE NUMBER (Comm/DSN) _____ HOME PHONE NUMBER _____

LENGTH OF ASSOCIATION WITH RECRUITING COMMAND _____ EXPECTED DATE OF DEPARTURE FROM USAREC _____

PREVIOUS/CURRENT VOLUNTEER/FAMILY SUPPORT GROUP INVOLVEMENT _____

MILITARY/CIVILIAN RECOGNITION OR AWARDS _____

BRIEFING/TRAINING EXPERIENCE _____

ATTENDANCE TO PREVIOUS FAMILY SYMPOSIA (Provide organization and all dates)

INSTALLATION _____	COMPANY _____	BATTALION _____
BRIGADE _____	HQ USAREC _____	STATE _____
MACOM _____	HQDA _____	OTHER _____

(OPTIONAL) EXPERIENCE AS A FACILITATOR/RECORDER _____

(OPTIONAL) LIST ANY COMPUTER SKILLS (Include type and software knowledge) _____

REASONS YOU FEEL YOU SHOULD BE SELECTED TO REPRESENT YOUR UNIT _____

THREE REFERENCES (Include name, address, phone number and relationship)

APPLICANT SIGNATURE AND DATE _____

BATTALION COMMANDER SIGNATURE AND DATE _____

BATTALION COMMANDER COMMENTS/RECOMMENDATION/RANKING _____

HQ USAREC Fm 1837(OT), 1 Jan 92

CG's Team Excellence, 1st Qtr FY 92

1st Brigade	Orlando Co. ATLANTA BN Macon Co.	MONTGOMERY BN Dothan Co. Mobile Co. Montgomery Co.	HOUSTON BN Houston South Co. Houston West Co.
BURNSWICK BN Bangor Co.	MIAMI BN Miami Co. Palm Beach Co.	RICHMOND BN Norfolk Co.	NEW ORLEANS BN Hattiesburg Co.
PITTSBURGH BN Fairmont Co.	JACKSONVILLE BN Daytona Beach Co.	4th Brigade	SAN ANTONIO BN San Antonio East Co.
HARRISBURG BN Carlisle Co.	RALEIGH BN Greenville Co. Fayetteville Co.	MILWAUKEE BN Iron Mountain Co.	6th Brigade
2d Brigade	BECKLEY BN Beckley Co.	5th Brigade	SANTA ANA BN San Bernadino Co. Santa Ana Co. San Diego South Co. Fullerton Co.
COLUMBIA BN Charleston Co.		ALBUQUERQUE BN El Paso Co.	
TAMPA BN Tampa Co.			

Rings

ALBUQUERQUE SSG Leo G. Marek	DENVER SSG Frank E. Smith	NEW YORK CITY SFC Pedro J. Escandon	SACRAMENTO SFC Rodney W. Jolliffe
ATLANTA SFC Pamela S. Worley	HQ USAREC SFC Michael C. Curtis	PORTLAND SFC Michael A. Surrett	SYRACUSE SFC Richard K. Burns Jr.

Gold Badges

BECKLEY SSG Rodric V. Dalton SSG Floyd W. Key III SGT Dean F. McConnell SGT David W. McGan SSG Edward C. Pettiford SSG David M. Rytell SSG Willis R. Starnes Jr. SSG Charles M. Strickland	DETROIT SSG William R. Kidder SSG David S. Ryan	MONTGOMERY SSG Godofredo Laurente SSG Steven P. Madison SSG Michael J. McDonnell SGT Lorie L. Robinson SSG Salem T. Simon III SSG Samuel Whitten SFC Robert Ybarra	SAN ANTONIO SFC Richard E. Rigdon SSG Kenneth R. Winingar
BRUNSWICK SSG David J. Audette SSG Danny L. Berry SGC Peter F. Calnan SGT Calvin W. Cannon SSG Richard B. Carouth SSG Scott M. Keller SGC Ronald D. Listenberger SSG Mark R. Lohrbach SSG Duane Satterthwaite SGC Kenneth E. Strout	DES MOINES SSG Robert L. Allen SSG Randall D. Bland SGT John M. Boland SSG Joseph A. Janowski SSG Christian Shireman SSG William Winzenburg	PHILADELPHIA SSG Fayre O. Morris	SAN FRANCISCO SFC Mark A. Hyde
CINCINNATI SSG Michael K. Boyette	LOS ANGELES SSG John M. Cool	NEW YORK CITY SSG Eric M. Dean SFC Tae S. Dugan SSG Anthony R. Jeffrey SSG Gregory Johnson SFC Rodney D. Lollin	SANTA ANA SFC Douglas Buckley SGT Teodorico Campos SFC Glenn Dean SFC Benjamin Guzman SSG Terry L. Keith SFC Eric A. Kilianski SSG Nathan Moore SSG Robert H. Pixley Jr. SGT Dallas D. Poynter SSG Arthur G. Ramos SSG William B. Schearer
COLUMBUS SSG James R. Carp Jr. SGT Ralph M. Dodds SGT Joseph T. Sims Jr.	PITTSBURGH SSG Clifton E. Bell SSG Darrell A. Bell SGT Keith D. Bellew SSG Robert Carter SSG Fred R. Fernandez SSG Jose L. Garcia SSG Calvin Henderson SSG Richard Jernigan SFC Stanley Kaczmarski	PHOENIX SFC Edgar Martinez SSG Kenneth G. Simonen	SEATTLE SSG David B. Boggs SSG Kim B. Ellerman SGT Michael J. Heeter SSG Tony R. Pennington SSG Jon K. Phillips SFC Lary J. Stuhlmiller SSG Bradley J. Wages
DENVER SSG Eugene B. Bourn II SSG Peter E. Graham		PORTLAND SSG Heinrich S. Moses SSG Victor V. Perez	

RSC Schedule

RSM February

Cinema Vans

ALBUQUERQUE, Jan 28 - Feb 21
BRUNSWICK, Feb 18 - 24
CHICAGO, Feb 10 - 21
CLEVELAND, Feb 3 - 7
INDIANAPOLIS, Jan 28 - Feb 14
JACKSONVILLE, Feb 18 - 24
LANSING, Feb 10 - 21
MILWAUKEE, Jan 28 - Feb 7
MONTGOMERY, Jan 28 - Feb 21
NEWBURGH, Jan 28 - Feb 14
NEW ORLEANS, Jan 28 - Feb 21
SACRAMENTO, Jan 28 - Feb 21

Cinema Pods

ALBANY, Feb 3 - 7
ATLANTA, Jan 28 - Feb 21
CINCINNATI, Feb 3 - 14
DENVER, Jan 28 - Feb 24
DETROIT, Feb 17 - 24
HARRISBURG, Jan 28 - Jan 31
HOUSTON, Feb 1 - 21
JACKSON, Feb 1 - 21
NEWBURGH, Feb 10 - 21
SAN ANTONIO, Jan 28 - 30
SEATTLE, Jan 28 - Feb 21
ST. LOUIS, Jan 28 - Feb 21

High Technology Exhibit Van

ALBUQUERQUE, Feb 4 - 24

RSM March

Cinema Vans

BALTIMORE, Mar 21 - 27
BRUNSWICK, Feb 25 - Mar 4
CINCINNATI, Mar 9 - 27
CLEVELAND, Mar 16 - 20
DALLAS, Mar 25 - 27
JACKSONVILLE, Feb 25 - Mar 6
KANSAS CITY, Mar 25 - 27
MINNEAPOLIS, Mar 9 - 27
PHILADELPHIA, Feb 25 - Mar 13
PORTLAND, Feb 25 - Mar 25
SALT LAKE CITY, Feb 27 - Mar 26
SAN FRANCISCO, Feb 26 - Mar 25

Training Tips

Question: What is a good phrase to use in asking for an appointment after initial contact has been made with someone while prospecting?

Answer: The statement must arouse curiosity in the prospect and let the prospect know that the time invested will be brief. It must also let the prospect know that they will be given credit for making an intelligent decision. And it must be done in a personable manner, allowing the process of building the trust bond to continue.

Here is a statement that combines all of these ingredients:

"I have an idea that I want to share with you. It will only take a few minutes of your time. You be the judge. You decide if it's the right thing for you. Is that fair?"

Having an idea to share creates curiosity and makes the prospect wonder what it is. Stating that it will only take a few minutes lets the prospect know you will be brief. Allowing the prospect to be the judge and make his or her own decision shows that respect and credit will be given for his intelligence. Saying this statement in a personable manner provides the warmth necessary to continue building the trust bond.

Memorize this statement. Rehearse it; make it sound natural. Use it when you prospect face-to-face or by telephone. It works!

Answers to the Test

1. C. USAREC Reg 611-4, para 7a(5)
2. A. USAREC Cir 600-19, para b-3
3. D. USAREC Pam 350-8, para 4-8a
4. B. USAREC Reg 350-6, Table 3-1
5. B. USAREC Reg 350-6, Table 3-1
6. D. USAREC Reg 350-6, para 6-10
7. B. USAREC Pam 40-3, para 5b(1)
8. C. USAREC Reg 350-6, para 3-10
9. B. USAREC Reg 350-6, para 3-8
10. D. USAREC Pam 350-7, Figure 1-1
11. A. USAREC Cir 601-90, para 5
12. C. USAREC Cir 601-90, para 5b
13. D. USAREC Cir 601-90, para 11
14. A. USAREC Reg 140-4, para 5m



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PRACTICE HIGH TECH CARE WITH A HUMAN TOUCH.

It's not just the quality of the high tech equipment that makes an Army O.R. special, it's the quality of the people. People like Captain Carolyn Winbush, R.N.

"I'm a people person. And talking to the patient and the family is an important aspect of pre-operative care. When a patient has talked with a nurse, they know what to expect, and their anxiety level is reduced."

"I have a responsibility to the patient. I am the patient's advocate. In the military, you accept more responsibility."



It's part of being an officer."

"Joining the military was a challenge and a change from Meridian, Mississippi. The travel and the experience that I've gained in the Army are priceless."

The Army Nurse Corps is setting precedents in many areas like pre-operative care. If you'd like to practice nursing in this challenging and rewarding environment, and you have a BSN and are registered to practice in the U.S. (or if you're still a student), write: Army Nurse Opportunities, P.O. Box 7713, Clifton, New Jersey 07015.

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